



MASSACHUSETTS COURT SYSTEM

Job Description and Qualifications
for
Probation Officer
Probate and Family Court Department

MISSION STATEMENT OF THE MASSACHUSETTS TRIAL COURT:

The Trial Court is committed to:

- the fair and impartial administration of justice;
- protection of constitutional and statutory rights and liberties;
- equal access to justice for all in a safe and dignified environment;
- efficient, effective and accountable resolution of disputes;
- prompt and courteous service to the public by committed and dedicated professionals utilizing best practices in a manner that inspires public trust and confidence.

MISSION STATEMENT OF THE PROBATION DEPARTMENT:

The Massachusetts Probation Service is at the center in the delivery of justice through investigations, community supervision of offenders/litigants, diversion of appropriate offenders from institutional sentences, reduction in crime, mediations, service to victims, and the performance of other appropriate community service functions.

ORGANIZATIONAL PROFILE:

<http://www.mass.gov/courts/court-info/trial-court/pfc/>

POSITION SUMMARY:

A Probation Officer, under the direct supervision of the Chief Probation Officer, First Assistant Chief Probation Officer, or Assistant Chief Probation Officer, investigates thoroughly litigant personal history, background, and environment; reports findings to the court and is prepared to make appropriate recommendations on contested issues; periodically interviews litigants and children; assesses the need for referrals to community resources; conducts dispute interventions; enforces court orders; and recommends modification of court orders when necessary. Probation Officers may be subject to transfer within a defined geographic area in accordance with the collective bargaining agreement.

MAJOR DUTIES:

Probate & Family Court Probation Officer Duties:

Performs all assigned duties relating to cases scheduled for appearance in court;

Assists as needed in courtroom procedure during court sessions;

Establishes a working communicative relationship with litigants in order to carry out the orders of the court;

Conducts Dispute Interventions, negotiate contested domestic relations issues, and report outcomes to the court;

Enforces all orders handed down by the court;

Carefully documents facts and testifies in court with respect to litigants activities;

Following established legal procedures brings alleged violations of court ordered conditions to the attention of the court;

Conducts in depth or short term investigations of families and children and report finding to the court;

Interview children at the direction of the court;

Determines when circumstances warrant modification of court orders and initiates the necessary action to procure a decision by the court on such modification;

Plans office activities, conferences, and field visits in connection with investigation and supervision functions;

Maintains accurate and up-to-date case records in a neat and legible prescribed form; Prepares and submits monthly statistical and performance reports on the status of individual caseload;

Gathers and evaluates relevant information pertinent to individual cases in connection with investigations and supervision referrals;

Monitors payment of alimony, child support and arrears at the direction of the court;

Maintains own probation chronological notes listing information and contacts with litigants;

Conducts counseling interviews for assigned cases according to approved counseling techniques in order to identify and clarify any litigant problems; suggests constructive methods for addressing such problems; and consults with supervisors as necessary;

Contacts public and private community groups and agencies to obtain their cooperation in attempting to address litigant needs; maintains continuous and collaborative working relationships with agencies;

Refers litigants to community agencies that offer specialized services that are required for a particular individual's needs following a thorough and complete evaluation;

Collaborates with other law enforcement officials regarding the processing of warrants;

Admits offenders to the Electronic Monitoring Program (ELMO) in accordance with court orders;

Conducts substance abuse tests in accordance with Trial Court Substance Abuse Testing Protocols either during or after hours;

Conducts investigations, prepares appropriate reports focused on best practices and evidence based conclusions of litigant behavior, and is prepared to make recommendations based on these investigations;

Performs various public relations activities, such as addressing community groups, participating in conferences, and meeting with agencies or the public on behalf of the Chief Probation Officer and/or

the Trial Court;

Performs such other duties as may be directed by the judge or chief probation officer in accordance with the standards of the Probation Service and any specialized needs of the court;

Performs other related duties as required.

PROBATION SERVICE COMPETENCIES:

All applicants must be able, through the interview process, prove proficiency in the following competencies:

Competencies	Key Skills
Ethics and Values	Communicates and demonstrates the ethics and values of Probation Service and the Trial Court.
Mission and Vision	Understands, upholds, and communicates the stated organizational mission
Performance Enhancement (Individual & EBP)	Actively is committed to both improving performance and the professional development process, including meeting Probation Service Standards, policies of the Probation Department and the Trial
Teamwork	Demonstrates a willingness to work in a team oriented environment, with a commitment to shared goals and accountabilities through the development of positive relationships, promoting a healthy work environment.
Collaboration	Demonstrates flexibility and openness to modifications and adaptations suitable to the situation; Receptive to diverse ideas while respecting other's
Strategic Planning	Integrates professional development with the organization's strategic goals.
Self Awareness	Seeks feedback and direction regarding performance and professional development; Understands how different situations often require different
Influence	Using experiences to suggest improvements to policies and processes; Acts an agent for positive change.
Managing External Environment	Works cooperatively with the law enforcement community and other government agencies in Probation's sphere of operations.
Continuous Learning	Is actively committed to and actively works to continuously improve himself/herself.

SUPERVISION RECEIVED:

Work is performed under the general direction of the Chief Probation Officer or his/her designee and is evaluated for professional soundness and conformity to policy.

REQUIRED EXPERIENCE AND EDUCATION:

These are the minimum requirements necessary to apply for the position of Probation Officer:

A bachelor's degree from an accredited college or university is required; a concentration in human services, behavioral sciences, or criminal justice is preferred.

A minimum of 2 years of work experience in human services, criminal justice, or 2 years working as an Associate Probation Officer.

NOTE: A graduate degree in the behavioral sciences, education, administration, management, law or criminal justice may be substituted for the above experience, if the candidate also possesses a bachelor's degree in accordance with the education requirement.

PLEASE NOTE:

Employment is contingent upon passage of a criminal record check for all new hires.

AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER